Effective December 5, 2015

New Montana Medicaid Pharmacy Claims Processing System

The Department's new pharmacy claims processing system will begin operation on Sunday, December 6, 2015. In order to launch the new system, the Department will turn off the current pharmacy claims processing system at 9:00 p.m. MST on Saturday, December 5, 2015.

The scheduled down time is estimated at 13 hours; therefore, the new system is scheduled to be available at 10:00 a.m. MST on Sunday, December 6, 2015.

The new claims processing system does not require a change from the presently used BIN, PCN, or Group numbers. The following values are still utilized:

> **BIN:** 61ØØ84
> **PCN:** DRMTPROD
> **Group:** 15Ø9Ø4Ø – Medicaid, Healthy Montana Kids (HMK), and Plan First
> ØØ642Ø642Ø – Montana Mental Health Services Plan (MHSP)

Emergency Supply Option
During the down time, Montana Medicaid will be unable to accept and process any pharmacy claims. The Department understands that this may cause some concern. Please remember that Montana Medicaid does have an option for a 3-day emergency override. If needed, please dispense an emergency 3-day supply, and once the new system is operational, you will be able to submit the claim to Medicaid.

To submit an emergency fill, enter a value of "8" in NCPDP field 461-EU Prior Authorization Type Code. This value can be used for up to a 3-day emergency supply.

Staff Availability on December 6, 2015
On Sunday, December 6, 2015, Mountain-Pacific Quality Health and the Department Pharmacy Team will be available for calls. Please contact Dave Campana, R.Ph., at 406-444-5951 or dcampana@mt.gov, Katie Hawkins at 406-444-2738 or khawkins@mt.gov, or the Medicaid Drug Prior Authorization Unit at 1-800-395-7961.

Eligibility Verification

We understand that many pharmacies utilize the point of sale system to verify member eligibility. We wanted to provide other options to verify member eligibility during the downtime.

Contact	Information Available	Special Instructions
FaxBack 800-714-0075	• Amount of last payment to provider • Managed care and other restrictions • Member eligibility • Third party liability	Before using FaxBack, your fax number must be on file with Provider Relations. Call FaxBack and enter your NPI/API, the member's ID, and specific dates of service. When prompted, ask for the audit number or the transaction will not be completed.
Integrated Voice Response (IVR) 800-714-0060	• Managed care and other restrictions • Member eligibility • Third party liability	Call IVR and enter your NPI, a member ID, and specific dates of service. Verify eligibility for up to 5 members in one call. Program benefit limits are not available here. Contact Provider Relations for limits (see below).
Local Office of Public Assistance	• Member eligibility	Hours are Monday–Friday, 8 a.m. to 5 p.m. For local office information, see the DPHHS website, http://www.dphhs.mt.gov/hcsd/OfficeofPublicAssistance.aspx.
Montana Access to Health (MATH) Web Portal https://mtaccesstohealth.acs-shc.com/	• Claim-based medical history • Electronic remittance advices • Managed care and service restrictions • Member demographics • Member eligibility • Member status history • Payment status • Provider enrollment • Third party liability	Before accessing the MATH web portal, providers must be Medicaid-enrolled and be registered for the MATH web portal. (From the Provider Information website, click on the MATH Web Portal link.) If the member is not currently eligible, any managed care or third party liability information will not be displayed. The user will receive a response with a status of "inactive" reported in the Member Demographic Information.
Provider Relations P.O. Box 4936 Helena, MT 59604 **800-624-3958** In/Out of state **406-442-1837** Helena 406-442-4402 Fax	• Amount of last payment to provider • Claim status • Enrollment status • Member eligibility • Prior authorization status • Service limits	Hours are 8 a.m. to 5 p.m. MST. Please have your NPI and member ID ready when calling. You may also want to have paper and pen available for notes.

Contact Information

If you have any questions regarding this provider notice, please contact Dave Campana, R.Ph., at 406-444-5951 or dcampana@mt.gov, or Katie Hawkins at 406-444-2738 or khawkins@mt.gov.

For claims questions or additional information, contact Provider Relations at 1-800-624-3958 (toll-free, in/out of state) or 406-442-1837 (Helena) or via e-mail at MTPRHelpdesk@xerox.com.

Visit the Montana Healthcare Programs Provider Information website at http://medicaidprovider.mt.gov/.